

Renewal Business

SMB and Enterprise Services Sales Order Form (SOF) Check List

Sales Rep:

Donald J. Smith

Date:

2-28-18

Please Print

Part 1: RENEWAL SUMMARY:

RCN CUSTOMER SEGMENT (choose one)

☐ SMB☒ Enterprise

RENEWAL DETAILS

Account Name/Number:

NILES Township H.S. Niles North

Survey #:

N/A

Service Modification (please check one):

☐ No Change☒ Upgrade☐ Downgrade

Current MRC:

\$

1730

If this is SMB Renewal Include Campaign # :

Upgrade / Downgrade Amount:

\$

1000

Net MRC:

\$

2730

Any Special Instructions:

NRC:

\$

0

CONTRACT TERM (Please check one)

☐ 1 YR☐ 2 YR☒ 3 YR☐ 4 YR☐ 5 YR☐ CO- TERMINUS

Part 2: CUSTOMER INFORMATION – signed SOF must include the following as applicable

CUSTOMER INFORMATION

☒ Company Name & Service Address☐ Fax ID - Exempt Paperwork - (if applicable)☒ Contact Name, Title, Phone & Email☐ Back-Up Contact Name, Title, Email or STATE "N/A"

- Preferred Contact Time-

☐ 9am -12pm ☐ 12-3pm ☐ 3-5 pm

BILLING

☒ Billing Address – or STATE, "Same As Service"☒ Sales Rep Name and Sales ID☐ Customer Signature & InitialsPart 3: CHECKLIST BY SERVICE TYPE – Complete this section ONLY if customer is adding services with renewal.

VOICE ORDERS

☐ Phone numbers to be ported☐ Phone bill for all number ports☐ All calling plans indicated by phone lines☐ Customer wants another Regional & LD call provider☐ Hunt group sequence☐ RCN Toll Free Order form☐ Yellow Page Heading / director listing names☐ Call features for each line☐ Customer IT Presence Required☐ Call forwarding # - if applicable

HPBX ORDERS or DIA ORDERS

☐ Sales Engineer Checklist Attached

DATA ORDERS

☐ Modem☐ Wireless Router☐ Customer IT Presence Required

CABLE ORDERS

☐ Cable Outlets programming - Wired or Never wired☐ Additional cable programming needed for each outlet☐ Total number of Digital or HD boxes☐ Total number of cable outlets

Business Services DIA Checklist



Sales Agent: Donald Jaworski

Business Name: NILES Township H.S. 219

Survey Number: NONE NEEDED

NILES NORTH

Customer Information

- ☐ Customer information including technical contact
- ☒ Tax ID or SSN

ETHERNET

- ☒ Customer is getting a router
 - ☐ Correct router selected
 - ☐ NRC applied
 - ☐ Have Managed Router form
- ☒ Selected correct term
- ☒ Selected amount of IP's
 - ☐ Customer is getting above a /29 (/28, /27, /26, etc.)
 - ☐ Have IP request form
- ☐ Customer is a Pt-Pt
 - ☐ Selected Speed
 - ☐ Input A and B locations
- ☐ Customer is BGP
 - ☐ Have BGP form

VOICE

- ☐ Selected the proper handoff
 - ☐ SIP/PRI - selected # of trunks (1,2,3)
 - ☐ SIP/PRI - selected # of talk path's (12,24 etc.)
- ☐ Selected the # of DID's and/or POTS lines
- ☐ Selected the local and LD services
- ☐ Selected Host or Ported TN's
 - ☐ Ported TN's
 - ☐ Have LOA from customer
 - ☐ Have copy of customers recent phone bill <3 Months
- ☐ Customer is getting 800 Service
 - ☐ Have Toll Free Respong form

NOTES

☒ I have included any pertinent notes that pertain to this order

☒ New or Existing customer

☒ Existing customer

☒ Account number

☐ CID

☒ Sales Name and ID included

☐ Sales Engineer - I have included the Sales Engineer on this order

☐ Fred Johnson

☒ Mangaliso Makama

Date Notified: _____

Date Notified: _____

03/01/2018

03/01/2018

Date

SE Signature

Dedicated Internet Access Order Form



CUSTOMER INFORMATION:		TECHNICAL CONTACT:																																								
Customer Name: <u>Eric Trimberger</u> Email Address: <u>eritri@d219.org</u> Business Name: <u>Niles Township H.S. 219 Niles North</u> Service Address: <u>9800 N Lawler</u> <div style="display: flex; justify-content: space-between; font-size: small;"> City: <u>Skokie</u> State: <u>IL</u> Zip: <u>60072</u> </div> <div style="display: flex; justify-content: space-between; font-size: small;"> Tax ID: <u>E999-7141-06</u> Or Soc Sec #: _____ </div> <div style="display: flex; justify-content: space-between; font-size: small;"> Phone Number: _____ Fax Number: _____ </div>	Contact Name: <u>Marcelo Sanz</u> Email Address: <u>marsan@d219.org</u> Telephone: _____ Billing Address (if different): _____ Contact Name: _____ Address: <u>7700 Gross Point Rd</u> City, State, Zip: <u>Skokie, IL 60077</u>																																									
CPE DETAIL: Managed Equipment: <u>Select Equipment</u> Managed Equipment: <u>Select Equipment</u>	ETHERNET DETAIL: Term: <u>3 Year</u> Bandwidth: <u>500Mb</u> Order Type: <u>Upgrade + Renewal</u> Product: <u>Dedicated Internet</u> Product: <u>Select Product</u> Managed Security: _____ A - Location: _____ B - Location: _____ C - Location: _____																																									
CPE / Ethernet Pricing: <table style="width: 100%; border-collapse: collapse; font-size: x-small;"> <thead> <tr> <th></th> <th style="text-align: center;">MRC:</th> <th style="text-align: center;">NRC:</th> </tr> </thead> <tbody> <tr> <td>Internet Access:</td> <td style="text-align: right;">\$ 2,600.00</td> <td style="text-align: right;">\$ -</td> </tr> <tr> <td>PT-PT / PT-MTP:</td> <td style="text-align: right;">\$ -</td> <td style="text-align: right;">\$ -</td> </tr> <tr> <td>Managed Equipment:</td> <td style="text-align: right;">\$ -</td> <td style="text-align: right;">\$ -</td> </tr> <tr> <td>Managed Services:</td> <td style="text-align: right;">\$ -</td> <td style="text-align: right;">\$ -</td> </tr> <tr> <td colspan="3" style="padding-top: 5px;"> <table style="width: 100%; border-collapse: collapse; font-size: x-small;"> <thead> <tr> <th></th> <th style="text-align: center;">MRC:</th> <th style="text-align: center;">NRC:</th> </tr> </thead> <tbody> <tr> <td>CPE SUMMARY:</td> <td></td> <td style="text-align: right;">\$ -</td> </tr> <tr> <td>ETHERNET SUMMARY:</td> <td style="text-align: right;">\$ 2,600.00</td> <td style="text-align: right;">\$ -</td> </tr> </tbody> </table> </td> </tr> </tbody> </table>		MRC:	NRC:	Internet Access:	\$ 2,600.00	\$ -	PT-PT / PT-MTP:	\$ -	\$ -	Managed Equipment:	\$ -	\$ -	Managed Services:	\$ -	\$ -	<table style="width: 100%; border-collapse: collapse; font-size: x-small;"> <thead> <tr> <th></th> <th style="text-align: center;">MRC:</th> <th style="text-align: center;">NRC:</th> </tr> </thead> <tbody> <tr> <td>CPE SUMMARY:</td> <td></td> <td style="text-align: right;">\$ -</td> </tr> <tr> <td>ETHERNET SUMMARY:</td> <td style="text-align: right;">\$ 2,600.00</td> <td style="text-align: right;">\$ -</td> </tr> </tbody> </table>				MRC:	NRC:	CPE SUMMARY:		\$ -	ETHERNET SUMMARY:	\$ 2,600.00	\$ -	IP SERVICE: (Subject to Justification) IP Block: <u>/25 (128) - \$65</u> <u>/25 (64) - \$65</u> <table style="width: 100%; border-collapse: collapse; font-size: x-small;"> <tr> <td style="width: 60%;">IP SUMMARY:</td> <td style="width: 20%; text-align: right;">MRC: \$</td> <td style="width: 20%; text-align: right;">130.00</td> </tr> <tr> <td></td> <td style="text-align: right;">NRC: \$</td> <td style="text-align: right;">-</td> </tr> </table> BGP ROUTING: (Requires Routing Form) Multi or Single Provider: <u>Select</u> <table style="width: 100%; border-collapse: collapse; font-size: x-small;"> <tr> <td style="width: 60%;">BGP SUMMARY:</td> <td style="width: 20%; text-align: right;">MRC: \$</td> <td style="width: 20%; text-align: right;">-</td> </tr> <tr> <td></td> <td style="text-align: right;">NRC: \$</td> <td style="text-align: right;">-</td> </tr> </table>	IP SUMMARY:	MRC: \$	130.00		NRC: \$	-	BGP SUMMARY:	MRC: \$	-		NRC: \$	-		
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Notes: This is 2 500mg circuits at \$1,300.00 a piece on account number 816789-01 1 circuit is 500mg being renewed. 1 100mg circuit upgrading to 500mg. Circuits 110339AB and 111470AB IP blocks stay the same. Pricing changes from 1600-1300 and 1400-1300 and 1 circuit upgrade from 100mg to 500mg																																										
<div style="display: flex; justify-content: space-between;"> <div> RCN Name: <u>Dan Donato</u> Signature: <u>[Signature]</u> Date: <u>2/28/18</u> Customer Name: <u>Eric Trimberger</u> Signature: <u>[Signature]</u> Date: <u>2-28-18</u> </div> </div> <div style="font-size: x-small; margin-top: 5px;"> (Signature acknowledges acceptance of RCN's General Terms and Conditions and must sign Terms and Conditions outlined below) </div> <div style="font-size: x-small; margin-top: 5px;"> *For Internal Use Only* <div style="display: flex; justify-content: space-between;"> <div> New or Existing Customer: <u>Existing</u> Account #: <u>816789-01</u> </div> <div> Circuit ID: _____ Sales Manager: <u>Dan Donato</u> Sales Person: <u>Donald Jaworski</u> </div> </div> </div>																																										

Dedicated Internet Access Order Form



Service Initiation and Demarcation: RCN is not responsible for configuration of Customer's LAN or other related equipment at the Customer's premise, whether installed by the Customer or by any of its representatives (e.g. VAR or systems integrator). RCN's demarcation point ("demarc") will be its Ethernet Demarc device to which it will deliver an active Ethernet connection point. RCN will not be responsible for making changes to the Customer's LAN or any other network equipment or settings. Either the Customer (Customer's MIS staff), Customer's system integrator or Value Added Reseller (VAR) will be responsible to configure connectivity to the Customer's LAN or to manage any required network configuration changes.

Additional fees for Support: At the time of circuit turn up, RCN Business Services will provide support up to the demarcation point confirming a live handoff only. Where additional consultative support services are required or requested by the customer, these may be subject to consultative fees billed on a per hourly basis at the RCN Business Services standard rate for consultative services.

Customer Premise Equipment ("CPE"): The Dedicated Internet service may require installation of additional equipment at Customer's premise. Customer is responsible for providing acceptable space, to be determined at the time of site survey and grounded 90 to 130 V AC power outlet(s) that will meet the power requirements of the RCN-provided CPE. CPE provided by RCN, which remains the property of RCN, may only be installed, opened and maintained by an authorized RCN representative. RCN reserves the right to recover any RCN-owned CPE within ten (10) days of service termination. Upon termination of services, if Customer does not provide RCN unrestricted access to recover the property in a timely fashion, Customer agrees to immediately pay RCN the original cost of the CPE, plus any applicable administrative or processing fees.

Termination for Cause: Either party may terminate this Agreement for Cause. "Cause" means a breach by the other party of any material provision of this Agreement, provided that written notice of the breach has been given to the breaching party, and the breach has not been cured within thirty (30) days after delivery of the breach notice.

Termination by RCN: RCN may discontinue service and/or terminate this Agreement immediately upon notice to Customer if Customer provides false information to RCN regarding the Customer's identity, creditworthiness or planned use of the Services. RCN may discontinue service immediately, without notice, if interruption of service is necessary to prevent or protect against fraud or otherwise protect RCN's personnel, facilities or services.

Early Service Termination: Customer may cancel an individual Service Order prior to Acceptance by RCN of the ordered Service under that Service Order, but Customer shall be obligated to pay to RCN, within thirty (30) days of the invoice date, any costs and expenses incurred by RCN to prepare and deliver such service. If (a) Customer terminates this Agreement or any individual Service Order during the Initial Term for reasons other than Cause, or (b) RCN terminates this Agreement or any individual Service Order for Cause, the Customer remains obligated to pay RCN any reasonable costs and expenses incurred by RCN to prepare and deliver the Service on behalf of Customer. In addition, Customer will pay RCN, within thirty (30) days after such termination, (i) all past-due but unpaid charges and interest incurred through the date of termination, plus (ii) the sum of (A) seventy-five percent (75%) of any unpaid monthly recurring charge ("MRC") that would have been incurred for the ordered Service; plus (B) any disconnection, early cancellation or termination charges incurred and paid to third parties by RCN on behalf of Customer; plus (C) any additional amount specifically set forth in the service order. The parties agree that the precise damages resulting from an early termination by Customer are difficult to ascertain, and the early termination fees are a reasonable estimate of anticipated actual damages and not a penalty.

Disconnection Requests: Customer shall submit all requests for disconnection of services to its assigned Customer Account Manager ("CAM") between the hours of 8:00 am and 5:00 pm, Monday through Friday (excluding federally recognized holidays) at 800.RCN.7000 (800.726.7000). Each disconnection request must specify the Customer name, name of person authorizing the disconnect, the contact information (name, address, email address and telephone number) of the person authorizing Customer's disconnect, the circuit ID number on the Service to which the disconnect request applies, service type and requested disconnection date. RCN shall have no fewer than thirty (30) days from the date of receipt of Customer's disconnection notice delivered in accordance with this provision to complete the disconnect. Billing for Service continues and the Customer's obligation to pay continues until disconnection.

Notices: All notices (including Customer's notice of disconnect), requests, or other communications (excluding invoices) shall be in writing and either transmitted via overnight courier, electronic mail, hand delivery or certified or registered mail, postage prepaid and return receipt requested to the Parties at the addresses below. Notices will be deemed to have been given when received.

Customer Notice:

If to RCN:


RCN Business Services
2640 W. Bradley Place
Chicago, IL 60618
ATTN: General Manager

with copy to: RCN Business Services
650 College Road E
Princeton, NJ 08540
ATTN: Legal Dept
legalnotice@rcn.net


Entire Agreement: This Agreement, together with any applicable Tariffs and the additional terms and conditions as found on WWW.RCN.COM/Business under Policies and Discallmers, constitutes the entire agreement of the Parties, and supersedes any written or oral prior agreements or understandings relating to the subject matter of this Agreement.

IN WITNESS WHEREOF, RCN and Customer, by their authorized representatives, have entered into this Agreement on the Effective Date.

RCN Business Services

Signature: 
Print Name: Sales Manager
Title: Sales Manager
Date: 2-28-18

Niles Township H.S. 219 Niles North

Signature: 
Print Name: Eric T. [unclear]
Title: Assistant Superintendent
Date: 2-28-18